


# MiScorecard Performance Summary

**Business Unit:** Agriculture and Rural Development  
**Executive/Director Name:** Jamie Clover Adams  
**Reporting Period:** Nov 2014

**Green** >90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
**Date Approved:** 12/16/2014

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Internal Business Process</b>								
PPPM-21	Pesticide Use Complaint Closure (FY 2014)	Red		15.0%	6.3% Jul-Sep	19.4%	Quarterly	Measures the percentage increase of FY2014 pesticide complaints closed within 90 days, measured on the last day of each following quarter, compared to FY2013. This metric has a 90-day measurement lag.
OSCL-02	Electronic Means of Contact/Registration	Green		75.0%	81.8% Nov	77.7%	Monthly	Using the Online Pesticide Exam Scheduling application as an indicator, measures the percent of customer contacting or registering via electronic means. Automating functions allows customers to receive 24/7 self-service support and allows MDARD to reallocate administrative support time to other functions.
<b>Safe and Healthy Food</b>								
FDD - 20	Manufactured Food Regulatory Program Standards (MFRPS) <sup>1</sup>	Yellow	=	100%	50% Jan '07 - Nov '14	50%	Monthly	The Manufactured Food Regulatory Program Standards (MFRPS) are a set of standards developed by the FDA, along with selected state program managers, that can be used by the states as a guide for continuous improvement for state food manufacturing evaluation programs. There are 10 manufactured standards, this metric measures the percentage of the standards that have been significantly to fully implemented.
ESD-05	Migrant Labor Housing Licensing Inspections	Green		100.0%	144.0% Oct '13 - Sep '14	104.0%	Quarterly	Compares the number of inspections conducted in the previous calendar quarter to the average for the past three years. Percentages above 100 indicate inspectors are on or ahead of schedule.
FDD - 01	Rate of Food Establishment Compliance with Michigan Food Law.	Red		90.0%	58.0% Nov	55.0%	Monthly	Measures the monthly compliance rate regarding priority and priority foundation violations observed at establishments where routine food safety evaluations have been completed. Establishments include food processing plants, warehouses and retail stores.
FDD - 02	Milk Safety Inspection Standards	Green		100.0%	93.3% Jul-Sep	100.0%	Quarterly	Measures the percent of audited milk safety inspections meeting the national enforcement standards.
FDD - 04	MDARD Dairy Farm Inspection Coverage	Green	=	100.0%	100.0% Jul-Sep	100.0%	Quarterly	Measures the percent of licensed Michigan dairy farms that are inspected by MDARD inspectors for milk safety compliance. MDARD's goal is to provide milk safety inspection coverage for 100% of Michigan's dairy farms.
FDD - 05	Rate of Food Establishment Compliance on Follow-up Inspections	Green		95.0%	99.0% Nov	98.0%	Monthly	Measures the rate of industry compliance by determining the percentage of priority and priority foundation violations corrected upon follow-up evaluations conducted by MDARD's food and dairy division.
<b>Animal and Plant Health</b>								
AID-01	Bovine TB Status	Green	=	100.0%	95.0% Nov	95.0%	Monthly	Measures the percent of Michigan counties designated as Bovine TB free by the USDA. MDARD's goal is to maintain and enhance market access for animal agriculture through surveillance, control, and eradication programs.
AID-02	Livestock Dealer Review	Green		10.0%	11.5% Jul-Sep	8.0%	Quarterly	This measures the percentage of licensed livestock dealer reviews completed in order to review record keeping and sanitation requirements. This measure is intended to promote animal health and food safety through assurance of animal traceability and prevention of disease spread. Target of completing 10% per quarter.
<b>Environmental Stewardship</b>								
ESD-07	MAEAP Verifications (New) Overall	Yellow		100%	51.0% Oct '11 - Nov '14	50.1%	Monthly	Measures the percent achievement towards a target value of 5,000 new verifications by end of 2016.
ESD-06	Pesticide Collection and Disposal	Green		100.0%	158.3% Oct '13 - Sep '14	35.9%	Quarterly	Measures the percent achievement toward MDARD's goal of collecting and properly disposing of 120,000 pounds of pesticides in FY 2014 (Clean Sweep Program). This metric has a 30 day lay time.
ESD-03	Farmland Development Rights Processing Time	Red	=	100%	0.0% Nov	0.0%	Monthly	Measures the percent of farmland Development Rights applications processed within 60 days of receipt.
<b>Consumer Protection</b>								
LAB-01	Weighing and Measuring Device Compliance	Green		97.0%	93.8% Oct '13 - Sep '14	93.3%	Quarterly	Measures the percent of all wholesale and retail weighing and measuring devices in compliance with the National Institute of Standards and Technology during initial inspection.
LAB-02	Consumer Packaged Goods	Green		90.0%	98.6% Oct '13 - Sep '14	53.0%	Quarterly	Measures the percent achievement toward a goal of testing 12,000 packages annually to ensure they meet appropriate weight and measure standards.
<b>Rural Development</b>								
ESD-04	Non-industrial Private Forest Harvest	Green		100.0%	121.5% Oct '13 - Sep '14	42.9%	Quarterly	Measures the percent of achievement toward referring \$5,000,000 of non-industrial forest timber for harvest to the private sector.
AgD-03	Export Assistance	Green		60	74 Jan '14 - Sep '14	60	Quarterly	Number of Michigan companies participating in Food Export Association of the Midwest export programs and services.
<b>Efficient Agency Operations</b>								
MDARD-AO-04	Professional Development and Growth	Yellow		95.0%	77.2% JUL-SEP	76.8%	Quarterly	Measures the percent of performance management plans completed by the supervisor within 28 calendar days of the

								end of the rating period as required in Civil Service Regulation 2.06. (30 day reporting lag from end of quarter)
MDARD-AO-10	Employee Landscape - Champions	Yellow		70%	57% CY 2013	56%	CY Annually	The percent of agency employees identified as Champions in the PwC Employee Landscape Survey. (Next survey scheduled for first half of 2015)
<sup>1</sup> The status color for this metric reflects breaking points at 50% to 100% of the established target value.								